

4 May 2018

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## NEWS

### Launching our new SleepWell service

This week we launch our new SleepWell service as a trial in the Brisbane metro area. The service will provide peace of mind for our clients and their loved ones who need assistance after dark – and for family who cannot be there in person.

Examples of routine services include:

- small tasks such as turning off appliances and checking windows are secured
- more comprehensive support, such as showering or helping clients into bed

To find out more:

- read about the service [here](#)
- download the flyer [here](#)
- watch a short video at <https://www.bluecaresleepwell.org.au>
- or contact: [CBOProgramme@bluecare.org.au](mailto:CBOProgramme@bluecare.org.au)



The flyer features a photograph of an elderly woman sleeping peacefully in a bed. Text on the flyer includes the BlueCare logo, the service name 'SleepWell service', and the tagline 'AN EVENING ROUTINE DREAMS ARE MADE OF'. It also mentions that the service is available in Brisbane and provides contact information for phone, website, and email.

 **1300 258 322**

 [bluecaresleepwell.org.au](http://bluecaresleepwell.org.au)

 [private@bluecare.org.au](mailto:private@bluecare.org.au)

### Registered and Enrolled Nurses - Registration Renewals due by 31 May

As part of your registration renewal, you need to complete 20 hours of Continuing Professional Development (CPD) as an RN or EN, or 30 hours CPD if you are a Nurse Practitioner. There are many different ways you can complete your CPD. [Learn more.](#)

### Palliative Care Unit opens in Wynnum

People living with terminal illness in the Wynnum/Redland areas can now access specialised inpatient care thanks to a partnership between Metro South Health and Blue Care. Community members can access these public palliative care

services after being assessed by a GP or hospital doctor, and referred to Metro South Palliative Care Service. [Read more.](#)

### 13-19 May, Privacy Awareness Week

It is 30 years since the Australian *Privacy Act 1988 (Cth)* was introduced. The increasing use of Personal Information by businesses, government and individuals, including through online interactions, reinforces the need to enhance privacy governance.

At UCQ we have integrated the privacy principles into our practice by:

- consolidating our service group privacy policies to one UCQ Privacy Policy
- amending our Data Breach Management Response Procedure to align to the Notifiable Data Breaches scheme which came into force in February 2018
- rolling-out a Privacy Awareness education package
- commencing an assessment of privacy practice across UCQ. This involves collating a register of our electronic and paper based systems that hold Personal Information.

Throughout **Privacy Awareness Week** we ask you to reflect on how you collect, handle, store, use and disclose the Personal Information (including Health Information) of our clients and employees.

Do you:

- only collect the information you need?
- ensure Personal Information is not left lying where it can be accessed inappropriately?
- never give your individual computer password to other employees?

If you have any questions regarding the privacy principles in practice, please visit the [Privacy Management page](#) on the UCQ Intranet, check with your service's Privacy Officer [here](#) or email [privacy@ucareqld.com.au](mailto:privacy@ucareqld.com.au). Please print and display this poster in your service.

### Sit, See and Celebrate

A new observation tool, Sit & See, measures care, compassion and person centred practice. The tool was introduced to Blue Care in 2017, making us the first organisation in Australia to use it. Kenmore Service Manager Michelle Thomas has found it to be one of the best tools she has come across in over 30 years of working with vulnerable adults. [Read more here.](#)

Contact: Denise Edwards, Project Manager at [D.Edwards3@bluecare.org.au](mailto:D.Edwards3@bluecare.org.au)

## 8-15 July, NAIDOC Week

NAIDOC Week recognises the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. We encourage our teams to participate in local NAIDOC Week celebrations. The theme for 2018, *'Because of her we can'*, celebrates the invaluable contributions that Aboriginal and Torres Strait Islander women have made – and continue to make to our communities, our families, our rich history and our nation.

The following tools will be available on the [UCQ intranet](#) soon to support your local events and activities:

- a range of NAIDOC Week branded merchandise and polo shirts. Available to order from **Monday 14 May**.
- NAIDOC Week Local Area Marketing Kit to support the promotion of your event(s). Available from **Monday 14 May**.

UnitingCare Queensland's participation in NAIDOC Week is a commitment through our [Reconciliation Action Plan](#) and demonstrates our respect for Aboriginal and Torres Strait Islander peoples.

Contact: Please email [marketing@ucareqld.com.au](mailto:marketing@ucareqld.com.au)

## Get your Entertainment Membership NOW to help Blue Care raise much needed funds!

Help us raise funds for Blue Care by buying an Entertainment Membership from us. You'll receive hundreds of valuable offers for everything you love to do, and help our fundraising at the same time. Purchase your digital or hard copy Entertainment Book for only \$70 and receive access to \$20,000 worth of value across Brisbane, Sunshine Coast and surrounds.

[Click here](#) to find out more. Contact: Victoria Page at [Victoria.Page@ucareqld.com.au](mailto:Victoria.Page@ucareqld.com.au)

## See up-to-date contact details for people across UCQ

Visit [Who to Contact](#) on the UCQ intranet. Each team is listed, including business functions, and names and contact details of key people. Contact the relevant [content manager](#) if you have questions about their list or come across incorrect or out-of-date information.

## Have you read our latest UNITED e-newsletter?

This week we feature May Swanson, and her experience as a resident of Carramar Aged Care Facility; and George, from our Brassall Aged Care Facility, who enjoyed one of the best days of his life playing the pipe organ at QPAC. Read our most recent edition [here](#).

- UNITED is our weekly org-wide e-news, sharing stories from across UCQ including innovation, customer journeys and news on important projects. You'll receive UNITED in your inbox each Wednesday.
- Interested in submitting a story? [Click here](#) to find out how.
- Keen to share feedback on how we can improve UNITED? Please [click here](#).

## Interested in submitting content for Connect?

Connect is a fortnightly (Friday) online newsletter that shares short format operational news across Blue Care. Find out how to submit content by reading the [guidelines here](#). For more information, or to subscribe, email: [editor@bluecare.org.au](mailto:editor@bluecare.org.au)

## ORGANISATIONAL UPDATE

### Read the latest Disability Services Project newsletter:

- Inclusive lessons from the Commonwealth Games
- Better Futures Service Model training dates for May and June
- Relief for billing and reporting issues
- Provider Travel - what is it and how do we explain it to customers?

If you have a great story to share [click here](#) to access a story submission form. For more information contact:

[Disability.ServicesProject@bluecare.org.au](mailto:Disability.ServicesProject@bluecare.org.au)

### Are you following the UCQ Control of Documents Procedure?

The UCQ Control of Documents Procedure (PGOV009-001) describes the process for controlling documents that relate to the quality management system. Various documents need to be controlled including policies, procedures, forms, templates and checklists.

### What do you need to do?

- Read this [one page overview](#)
- Share this [PowerPoint](#) with your teams
- Use this document to [audit your service's key documents](#)

Questions or need help setting up your registers? Contact your policy team liaison partner – a list of partners available [here](#). Contact the Governance and Policy team at [policy@ucareqld.com.au](mailto:policy@ucareqld.com.au)

## WORK PROCESSES

### Tagging our IT assets

The Digital and Technology team will be IT asset tagging, with a focus on laptops, desktops, tablets and thin clients (desktop PC with no hard drive), from Monday 7 May. Field Support teams will visit our services within a 35km radius of the CBD, as well as the Caboolture Customer Service Centre and all of our hospitals. Clear instructions on how to tag and verify details will be provided to regional and remote teams. For more information [click here](#). Contact: [D&TTransform2@ucareqld.com.au](mailto:D&TTransform2@ucareqld.com.au).

### Data Governance

Latest update now available. For any changes to Clusters, Sites, Services, Centres, Departments, Funding Sources and Organisation Units, please log a Change Request through [MyServiceDesk](#) to ensure the change is implemented across our multiple systems. The Data Governance Change

Request Process is on the Blue Care Intranet.  
If you are experiencing problems raising a ticket through MyServiceDesk, please contact Jacqui Beres

### Policy update

The UCQ Governance and Policy team is consolidating policies and procedures in accordance with the UCQ structure and UCQ Policy Framework. This is a gradual process occurring in stages as our systems and processes are updated. During this time, overarching UCQ policies and relevant service stream policies or procedures on local intranets still apply. Become familiar with UCQ policy by visiting the UCQ Policies page. Keep up to date with all policy and legislation updates here. Connect with the nominated policy Contact Officer for more information on a particular policy. If you are unsure about what documents apply to you, speak to your line manager initially, or contact the Policy Team at [policy@ucareqld.com.au](mailto:policy@ucareqld.com.au)

### Resources

Latest library update here. Librarian Francina Tipman can assist with literature searches, accessing journal articles and organising loans and interlibrary loans. Contact: Francina Tipman at [library@bluecare.org.au](mailto:library@bluecare.org.au)

19-20 May – Geebung Warehouse \$2 Clothing Sale  
25-27 May – Rockhampton Bookfest  
[Learn more.](#)

### 21-27 May - National Volunteer Week

Our volunteer workforce has more than 9,000 people across Blue Care, Child & Family, Lifeline, UCQ and our four hospitals. We encourage our services to recognise and thank our volunteers during National Volunteer Week. Resources available soon on the UCQ intranet. Contact: Lucy Camp at [lucy.camp@ucareqld.com.au](mailto:lucy.camp@ucareqld.com.au)

### 27 May - 3 June - National Reconciliation Week

These dates mark two milestones in Australia's reconciliation journey: The 1967 referendum and the historic Mabo decision. During this week we will announce the winners of our UCQ Reconciliation Awards. To see other significant dates on our Cultural Calendar [click here](#). We encourage you to print and display the Calendar in your office or service. To read our latest Reconciliation Action Plan (2017-2020) [click here](#). Contact: [reconciliation@ucareqld.com.au](mailto:reconciliation@ucareqld.com.au)

### 8-15 July - NAIDOC Week

More information shared soon on the UCQ intranet.

## EMPLOYEES & VOLUNTEERS

### 'Montessori Activities for Dementia' now live on Saba

Originally developed by Alzheimer's Australia, our L&D team have created short, three minute modules for easier viewing. The resource is designed for all employees in residential care homes, and day respite and community services, and would be of particular interest for employees with lifestyle responsibilities. Access the course on Saba [here](#). Contact: Denise Edwards, Project Manager at [D.Edwards3@bluecare.org.au](mailto:D.Edwards3@bluecare.org.au)

### ESS/MSS upgrade now complete

The new look Aurion is now available. The tasks you perform haven't changed but the way you view payslips, predict change, check leave balances, and apply for leave will now be easier. MSS users will also experience new dashboards to manage leave applications. Contact: [aurion11project@bluecare.org.au](mailto:aurion11project@bluecare.org.au)

## WHAT'S ON

10 May – Montessori Dementia Workshop, Cairns (Free event)  
9am-4pm, Rydges Esplanade, 209-217 Abbott Street, Cairns  
Learn how to apply Montessori principles to maximise independence and promote meaningful engagement with our clients. Hosted by Commonwealth Respite and Carelink Centre Cairns. Includes morning tea, lunch and afternoon tea. RSVP by Friday 4 May: Wendy on 4081 6300 or 1800 052 222.

For more information: [print and display this flyer](#).

### Support our Lifeline events - multiple locations

10-12 May – Maryborough Bookfest